

# **TCS MODERNIZATION PROJECT**

## **OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION**

### **Resolution Authorizing the Executive Director to Acquire a Contact Center Solution from Cincinnati Bell Technology Solutions Inc. Under the DAS Cooperative Purchasing Program**

WHEREAS, on March 9, 2020, Governor Mike DeWine issued Executive Order 2020-01D declaring a State of Emergency for the entire State of Ohio in response to the COVID-19 pandemic; and

WHEREAS, on March 22, 2020, Amy Acton, MD, MPH, former Director of Health, issued a “Stay at Home Order” which expired on May 1, 2020, requiring individuals to stay home unless engaged in Essential Activities, Essential Governmental Functions or to operate Essential Businesses and Operations; and

WHEREAS, under the Stay at Home Order, the Ohio Turnpike and Infrastructure Commission (“Commission”) continued operations as Essential Infrastructure and Essential Governmental Functions and further determined that its contractors and service providers must continue to perform services and supply goods and materials to the Commission as Essential Infrastructure, Critical Trades, Supplies for Essential Business and Operators and/or Essential Critical Infrastructure Workers; and

WHEREAS, on April 30, 2020, former Director Acton issued the “Director’s Stay Safe Ohio Order,” which was in effect through May 29, 2020 and subsequently revised by former Director Acton’s “Updated and Revised Order for Business Guidance and Social Distancing,” dated May 29, 2020, and extended by current Interim Director of Health, Lance D. Himes, until rescinded or modified by Interim Director Himes or the State of Emergency declared by the Governor no longer exists, which permits governmental entities and other businesses to continue operations subject to Sector Specific COVID-19 Information and Checklist for Businesses/Employees requiring measures such as, ensuring 6 feet between employees, daily symptom assessments of employees, wearing face coverings, regular handwashing, disinfecting work stations and common areas, changing shift patterns, working from home when possible, among others; and

WHEREAS, the Chief Engineer has issued a memorandum to the Commission’s contractors regarding required work site measures that comply with the Updated and Revised Order for Business Guidance and Social Distancing and this memorandum is available on the Commission’s website at <https://www.ohioturnpike.org/business/doing-business-with-us/construction-projects>; and

WHEREAS, the Chief Information Officer recommends that the Commission finds and determines that the contract approved pursuant to this Resolution is necessary for the Commission to continue its operations and complies with the Updated and Revised Order for Business Guidance and Social Distancing and that the work to be performed under the contract shall comply with the Sector Specific COVID-19 Information and Checklist for Businesses/Employees set forth in the Updated and Revised Order for Business Guidance and Social Distancing and the Commission’s work site memorandum, as may be amended from time to time, unless or until such order is lifted entirely; and

WHEREAS, pursuant to Resolution No. 17-2016, adopted February 16, 2016, the Commission authorized the replacement of the Commission’s outdated private branch exchange (PBX) telephone system with the State of Ohio Office of Information Technology’s enterprise Voice over Internet Protocol (VoIP) phone solution provided by Cincinnati Bell Technology Solutions (CBTS) under a Mater Service Agreement with the Ohio Department of Administrative Services (DAS), Schedule No. 533110-3, Index No. STS-003 (the “DAS Contract ”); and

WHEREAS, also under Resolution No. 17-2016, the Commission approved acquiring Interactive Voice Response (IVR) System Services from CBTS under the DAS Contract; and

WHEREAS, Automatic Call Distribution (ACD) and replacement of the Commission's legacy IVR system was initially planned as part of the 2009 Toll Collection and Customer Service Center, but it was later determined that only ACD would be installed at that time; and

WHEREAS, it was determined that the best time to integrate a new IVR into the new Customer Service Center ("CSC") is following the Go Live date of the new TransCore, LP Integrity CSC, but prior to the Go Live date of the new Toll Collection System ("TCS") slated for 2023; and

WHEREAS, a team consisting of the Customer Service Center Manager, Deputy Executive Director/CFO-Comptroller, Director of Audit and Internal Control, various Technology personnel and the Commission's consultant, Stantec Consulting Services, Inc., conducted a comprehensive review of Contact Center Solutions, inclusive of an IVR, being used by other tolling agencies, various commercially available solutions, and the solution available from CBTS under the DAS Contract and the team determined that the solution available from CBTS under the DAS Contract is a good fit; and

WHEREAS, under Resolution No. 32-2003, adopted on July 21, 2003, the Executive Director is authorized to participate in state contracts through the Ohio Department of Administrative Services ("DAS") Cooperative Purchasing Program, through which members may purchase supplies, services, equipment and other materials in accordance with Ohio Revised Code Section 125.04; and

WHEREAS, the Commission's Chief Information Officer obtained a proposal from CBTS under the DAS Contract for the design, testing, implementation, training and support of a Contact Center Solution, inclusive of an IVR, in the amount of \$105,140.00, plus monthly service fees of approximately \$2,419.08 monthly or \$29,028.96 annually to meet current staffing and CSC call volume; and

WHEREAS, the Commission's Chief Information Officer recommends that the Commission authorize the Executive Director to acquire the Contact Center Solution, inclusive of an IVR, from CBTS under the DAS Contract in the amount of \$105,140.00 for furnishing the Contact Center Solution and \$35,000 annually for reoccurring service fees for a term of 5-years; and

WHEREAS, Commission action is necessary under Article V, Section 1.00 of the Commission's Code of Bylaws because the amount of the required services under the DAS Contract will require expenditures that will exceed \$150,000.00; and

WHEREAS, the Commission's Executive Director concurs with the Chief Information Officer's recommendation that the Commission approve acquiring the Contact Center Solution, inclusive of an IVR, from CBTS under the DAS Contract in the amount of \$105,140.00 for furnishing the Contact Center Solution and \$35,000 annually for reoccurring service fees for a term of 5-years; and

WHEREAS, the Commission has duly considered such recommendations.

NOW, THEREFORE, BE IT

RESOLVED by the Ohio Turnpike and Infrastructure Commission that the acquisition of a Contact Center Solution, inclusive of an IVR, for the Commission's Customer Service Center under DAS Contract Schedule No. 533110-3, Index No. STS-033, from Cincinnati Bell Technology Solutions, of Cincinnati, Ohio, in the amount of \$105,140.00 for furnishing the Contact Center Solution and \$35,000 annually for reoccurring service fees for a term of 5-years, is approved.

FURTHER RESOLVED that the Commission finds and determines that the contract approved pursuant to this Resolution is necessary for the Commission to continue its operations and complies with the Updated and Revised Order for Business Guidance and Social Distancing and that the work to be performed under the contract shall comply with the Sector Specific COVID-19 Information and Checklist for Businesses/Employees set forth in the Updated and Revised Order for Business Guidance and Social Distancing and the Commission's work site

memorandum, as may be amended from time to time, unless or until such order is lifted entirely;  
and

FURTHER RESOLVED that the Executive Director has the authority under Article V, Section 1.00 of the Code of Bylaws to approve such extra work or change orders under said Contract that does not exceed ten percent of the approved contract amount or the Executive Director's contracting authority and which is a result of an increase in the planned quantities, newly mandated requirements that did not exist at the time of original contract award, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion of the project or increase its costs.

**(Resolution No. 4-2021 adopted January 25, 2021)**